



Friday, August 31, 2012 – Isaac Restoration Update

(New Orleans) – Since Thursday, Cox currently has crews assessing the damage caused by Hurricane Isaac in Jefferson, Orleans, St. Bernard and St. Charles parishes. We have brought in additional crews and Cox personnel from multiple systems of surrounding states to help restore services to residential and business customers, and repair significant damage left in the wake of the storm.

Our continuing focus is on our customers and restoring service to them as quickly and safely as possible. We will be making progress in assessing and restoring services and will continue to provide updates.

As of today, here is the status:

- We continue to monitor our network and are aware of the outages that exist. As power is restored in areas around the region, Cox is working around-the-clock to repair our network and restore services. We will work in the areas we believe can restore service to the most customers quickly, such as getting back online distribution facilities and restoring fiber and coaxial trunk lines. Understand this will be a process, but we are able to call upon the resources of other Cox systems and contractors to help with this process. The storm also damaged individual customer drops to their homes. We will be assessing those and repairing them as quickly as possible.
- Overall, cable communications rely on power - whether by generator or through Entergy. Since cable lines share utility poles with electrical lines, our damage mirrors that experienced by the local electrical power company. Once Entergy has repaired and energized an area, we are allowed to begin our plant repairs and work to restore services..
- Our local maintenance crews of employees and contractors are working to resolve damage issues. Additionally, repair crews from our sister Cox Communications systems in other states are arriving and assisting our local teams.
- Due to a lack of commercial power, all Cox retail stores in New Orleans are closed today.

Avoid Damaging Pedestals:

As residents are beginning the cleaning of debris from their lawn and house, please inform your constituents to avoid placing debris next to or on top of Cox pedestals or even under the power and cable lines. This equipment is vital to restore services. Keeping pedestals clear allows our crews to repair and replace cables and stops additional equipment damage from occurring.

Customer Advisories:

- Customers without power should disconnect their converter until power is restored. Power surges from re-established service could damage equipment.
- Use caution in clean-up efforts and avoid service pedestals and low hanging cables. Pedestals and cables are damaged when crews pick up debris delaying Cox's recovery work.
- If lines are down, do not touch them. Professionals will move and repair any broken cable and utility lines.
- Cox field services are returning to the affected today with the goal of returning services in a safe and timely manner.
- Cox will be ready to reconnect services as soon as power is restored.

In spite of power outages, our technical staff has tested the use of a generator to reconnect to services:

- First, plug your computer, television, digital converter and modem into the generator.
- Second, connect your corded phone and computer directly to your modem phone jacks.
- If the Cox lines to your neighborhood and house are intact, you should receive services.

Watch an instructional video on **connecting your services via generator** here:

<http://www.youtube.com/watch?v=LKcLr8j0I9Q&feature=plcp>

Important phone numbers to know:

Cox Business
Cox Communications

(888) 215-8447
(504) 304-8444 (New Orleans)

Other important resources:

www.cox.com or www.facebook.com/CoxLouisiana